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MAY 31 2001

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PTO/SB/21 (08-00)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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# TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>		Application Number	09/756471
		Filing Date	Jan 8, 2001
		First Named Inventor	Campbell, Alasdair
		Group Art Unit	2131
		Examiner Name	
Total Number of Pages in This Submission	9	Attorney Docket Number	800431

## ENCLOSURES (check all that apply)

<input checked="" type="checkbox"/> Fee Transmittal Form <input checked="" type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input checked="" type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input checked="" type="checkbox"/> Response to Missing Parts/ Incomplete Application <input checked="" type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input checked="" type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s)	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): <input type="checkbox"/> A check in the amount of \$653 for fees; and <input type="checkbox"/> Return receipt postcard.
Remarks		

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	Taylor Russell & Russell, P.C.
Signature	
Date	May 29, 2001

## CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on this date: May 29, 2001

Type or printed name	Ellen Huffman
Signature	
Date	May 29, 2001

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.



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# FEE TRANSMITTAL for FY 2001

Patent fees are subject to annual revision.

TOTAL AMOUNT OF PAYMENT (\$ 653)

Complete if Known	
Application Number	09/756471
Filing Date	1/8/2001
First Named Inventor	Campbell, Alasdair
Examiner Name	
Group Art Unit	2131
Attorney Docket No.	800431

METHOD OF PAYMENT		FEE CALCULATION (continued)			
1. <input type="checkbox"/>	The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:	<b>3. ADDITIONAL FEES</b> Large Entity      Small Entity Fee Code      Fee (\$)      Fee Code      Fee (\$)      Fee Description      Fee Paid 105      130      205      65      Surcharge – late filing fee or oath      65 127      50      227      25      Surcharge – late provisional filing fee or cover sheet 139      130      139      130      Non-English specification 147      2,520      147      2,520      For filing a request for ex parte reexamination 112      920*      112      920*      Requesting publication of SIR prior to Examiner action 113      1,840*      113      1,840*      Requesting publication of SIR after Examiner action 115      110      215      55      Extension for reply within first month 116      390      216      195      Extension for reply within second month 117      890      217      445      Extension for reply within third month 118      1,390      218      695      Extension for reply within fourth month 128      1,890      228      945      Extension for reply within fifth month 119      310      219      155      Notice of Appeal 120      310      220      155      Filing a brief in support of an appeal 121      270      221      135      Request for oral hearing 138      1,510      138      1,510      Petition to institute a public use proceeding 140      110      240      55      Petition to revive – unavoidable 141      1,240      241      620      Petition to revive – unintentional 142      1,240      242      620      Utility issue fee (or reissue) 143      440      243      220      Design issue fee 144      600      244      300      Plant issue fee 122      130      122      130      Petitions to the Commissioner 123      50      123      50      Processing fee under 37 CFR 1.17(q) 126      180      126      180      Submission of Information Disclosure Stmt 581      40      581      40      Recording each patent assignment per property (times number of properties)      40 146      710      246      355      Filing a submission after final rejection (37 CFR § 1.129(a)) 149      710      249      355      For each additional invention to be examined (37 CFR § 1.129(b)) 179      710      279      355      Request for Continued Examination (RCE) 169      900      169      900      Request for expedited examination of a design application Other fee (specify) _____ *Reduced by Basic Filing Fee Paid      SUBTOTAL (3) (\$ 105)			
2. <input checked="" type="checkbox"/>	Payment Enclosed: <input checked="" type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Money Order <input type="checkbox"/> Other				
<b>FEE CALCULATION</b>					
<b>1. BASIC FILING FEE</b>					
Large Entity	Small Entity				
Fee Code	Fee (\$)	Fee Code	Fee (\$)	Fee Description	Fee Paid
101	710	201	355	Utility filing fee	355
106	320	206	160	Design filing fee	
107	490	207	245	Plant filing fee	
108	710	208	355	Reissue filing fee	
114	150	214	75	Provisional filing fee	
<b>SUBTOTAL (1) (\$ 355)</b>					
<b>2. EXTRA CLAIM FEES</b>					
Total Claims	37	Extra Claims	17	Fee from Below	Fee Paid
Independent Claims	4	-20**=	17	x 9 =	153
Multiple Dependent		-3**=	1	x 40 =	40
Large Entity	Small Entity				
Fee Code	Fee (\$)	Fee Code	Fee (\$)	Fee Description	
103	18	203	9	Claims in excess of 20	
102	80	202	40	Independent claims in excess of 3	
104	270	204	135	Multiple dependent claim, if not paid	
109	80	209	40	**Reissue independent claims over original patent	
110	18	210	9	**Reissue claims in excess of 20 and over original patent	
<b>SUBTOTAL (2) (\$ 193)</b>					
** or number previously paid, if greater; For Reissues, see above					

SUBMITTED BY		Complete (if applicable)		
Name (Print/Type)	Douglas D. Russell	Registration No. (Attorney/Agent)	40152	Telephone 512-338-4601
Signature				Date May 29, 2001

**WARNING:** Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Campbell, et al.

Application No.: 09/756,471

Filed: 1/08/2001

Title: Customer Communication Service System

Attorney Docket No.: 800431

Group Art Unit: 2131

Examiner: Unknown

Box Missing Parts  
Assistant Commissioner for Patents  
Washington, D.C. 20231

### RESPONSE TO NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.153(b)

Dear Sir:

In response to the Notice to File Missing Parts of Nonprovisional Application Filed Under 37 CFR 1.153(b), enclosed are the following items and fees required to complete the above-referenced application:

- (1) Declaration for Utility Patent Application (PTO/SB/01);
- (2) Recordation Cover Sheet (PTO-1595) and Assignments of Invention and Patent Application signed by Inventors Alasdair Campbell and Stephen A. Michael;
- (3) A check in the amount of \$653 for fees; and
- (4) A return receipt postcard.

Respectfully Submitted,

May 29, 2001

Date

A handwritten signature of Douglas D. Russell.

Douglas D. Russell  
Attorney for Applicant  
Reg. No. 40152

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